365 DataCenters

REMOTE HANDS SERVICE PLANS

365 Data Centers Remote Hands Service provides professional support to customers requiring emergency, planned and routine maintenance. With 365 Remote Hands, customers are able to respond more quickly to emergencies, reduce travel time to and from the data center, improve uptime, and reduce the cost of infrastructure management and maintenance. With hourly service plans, volume discounts and 30-minute billing increments, customers are able to reduce their cost of infrastructure management.

Service Plan	Description of Service Plan	Charge (Billed Rate)
Annual 20 Hours / Year	20 hours of Remote Hands Services that can be used over the entire year during Extended Hours. Billed in 30-minute increments.	$2,500 per Year ($125/Hour)
Enterprise 3 Hours / Month	3 hours of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments.	$345 per Month ($115/Hour)
Extended Hours 2 Hours / Month	2 hours of Remote Hands Services during Extended Hours. Billed in 30-minute increments.	$280 per Month ($140/Hour))
Professional 2 Hours / Month	2 hours of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments.	$250 per Month ($125/Hour)
Essential 1 Hour / Month	1 hour of Remote Hands Services during Normal Business Hours that can be used on a monthly basis. Billed in 30-minute increments.	$135 per Month ($135/Hour)
Basic Free 15-Minute Incidents	Any incidents that take less than 15 minutes during Normal Business Hours will not be billed. Free incidents may include server reboots, signing for packages under 5lbs and escorted access requests.	$25 per Month ($165/Hour)
No Service Plan	All Remote Hands Services will be billed in 30-minute increments.	$0 per Month ($165/Hour)

Our data center technicians are on call 7x24x365. All Service Plans are limited to Normal Business Hours or Extended Hours and will be billed at the Billed Rate. Remote Hands usage beyond the included Service Plan hours is billed at $165 per hour in 30-minute increments. After-Hours rates are $165 per hour billed in 30-minute increments with a 2-hour minimum per incident. For customers without a Remote Hands Service Plan, 365 Data Centers Remote Hands services will be billed at $165 per hour in 30-minute increments.

Normal Business Hours are defined as Monday through Friday, excluding holidays, 7am to 6pm local time. Extended Hours are defined as Monday through Friday, excluding holidays, 7am to 10pm local time. After-Hours are defined as the hours that fall outside of Normal Business Hours or Extended Hours. After-Hours are billed at $165 per hour with a minimum 2-hour charge. 365 uses best efforts to respond within three hours to Remote Hands requests.

365 Data Centers
1400 65th St., Suite 230
Emeryville, CA 94608

Contact
877-365-6246
sales@365DataCenters.com

© 2015 365 Data Centers

365 DataCenters

Remote Hands Services are performed by Site Technicians. All Remote Hands requests will be directed to the 365 Customer Service Center (CSC), allowing a single point of contact for all customer support incidents. All requests are processed through a defined escalation path until resolved. Remote Hands Service Plans include prepaid service hours and guaranteed response times.

TYPICAL ACTIVITIES PERFORMED AS A REMOTE HANDS SERVICE:

SERVER REBOOTS: Under a Service Plan, customer reboots will be free if under 15 minutes.

SERVER REFRESH: Under a Service Plan, customer server swap outs will be charged in 30-minute increments.

RECEIVING OF SMALL PACKAGES: There will be no charge if the package weighs less than 5 pounds and only a signature is required to accept the item.

SHIPPING AND RECEIVING: Shipping and Receiving will be charged in 30-minute increments.

Shipping: Will be charged in 30-minute increments for the time it takes to pack the item. Additional charges may apply if materials have to be purchased to pack and ship items.

Receiving: Will be charged in 30-minute increments for the time it takes to receive and store the item. An additional storage fee will be charged for items stored for more than 2 weeks.

STORAGE OF EQUIPMENT: If a receiving ticket is not opened, packages will be stored at the site at no additional charge for no more than 2 weeks. After the 2 weeks additional monthly storage charges will apply.

RACK AND STACK: Assistance in racking and stacking equipment will be charged in 30-minute increments. Detailed, written instructions must be provided for all Rack and Stack activities.

CUSTOMER-REQUESTED AUDITS: Audits requested by the customer will be charged in 30-minutes increments. Typical audit requests include cross-connect audits, tracing cross-connects, port audits, power audits and equipment location verification.

365 DataCenters

365 Data Centers connects carriers, content publishers, cloud providers and their customers at the edge in a media-rich world. Through its 13 U.S. data centers, 100% uptime SLA, and national network of carriers and content providers, 365 Data Centers offers colocation and cloud solutions that are tailored to meet the needs of its customers.

For more information, visit 365datacenters.com.

365 Data Centers
1400 65th St., Suite 230
Emeryville, CA 94608

Contact
877-365-6246
sales@365DataCenters.com

365 DataCenters

© 2015 365 Data Centers